



# Academic Consideration MANUAL

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# 1 Academic Consideration Policy

A new Student Academic Consideration (AC) Policy was implemented from Spring session 2023.

<https://documents.uow.edu.au/about/policy/alphalisting/index.html>

## 2 SOLS

Students apply for Academic Consideration via SOLS – Student Online Services.

### 2.1 SOLS AC Menu Control Table

There is a flag on a control table of campuses (maintained by IMTS) that determines whether the Academic Consideration Menu item appears in SOLS for a student.

This control table prevents students from applying for Academic Consideration (AC) when they are enrolled in Courses at campuses not using the SMP Academic Consideration functions.

If there is a requirement for students enrolled at a particular campus to use the AC Function – that campus needs to be on-boarded to the AC process, including determining how the trigger to admin process is to work and access for administration staff to be able to review/verify AC requests.

Campuses can only use the AC function if they have a Student Academic Consideration policy that is the same as UOW.

### 2.2 SOLS Academic Consideration – Existing Applications

When the student clicks on the Academic Consideration link in SOLS, if they have existing AC applications, a table of applications will appear, otherwise, the New Application screen will appear.

If the student is not currently enrolled in a subject that meets the conditions for a new AC application to be created - a message will appear – ‘At this time, you have no valid subjects that you can apply for Academic Consideration’.

Academic Consideration - Existing Application								
Expand All		FAMILIARISE YOURSELF WITH THIS PROCESS						
SOLS Home		CREATE A NEW APPLICATION						
Current Session		Application No.	Application Status	Application Submitted Date	Documentation Status	Admin Review Status	Replies	Details
Learning Platform (Moodle)		2023500081	Submitted	20-06-2023	To be Provided			<input type="button" value="UPLOAD DOCUMENT"/> <input type="button" value="WITHDRAW"/>
Learning Platform (Moodle) Details		2023500080	Submitted	20-06-2023	Provided	Outstanding	Outstanding	<input type="button" value="VIEW"/> <input type="button" value="WITHDRAW"/>
Assignment Results		2023500079	Draft					<input type="button" value="EDIT"/> <input type="button" value="WITHDRAW"/>
SOLSMail History		2023500078	Submitted	20-06-2023	Not Provided	Outstanding	Outstanding	<input type="button" value="VIEW"/> <input type="button" value="WITHDRAW"/>
Academic Consideration								
Textbook Information								
Student Forms								
Enrolment								
Timetable								
Fees								
Personal Details and Consent								
Graduation								
SOLS Vote and Comments								

Column	Values	Description
Application No.		
Application Status	Draft	Student has chosen to ‘Save Draft’ – the AC application has not yet been submitted.
	Submitted	Student has created the AC application and clicked to ‘Submit’
	Submitted by Staff	The AC application was created via – SAI – Individual Operations for Staff – Academic Consideration Create – this function is used by support staff to create AC applications on behalf of students in certain circumstances
	Withdrawn	Students can withdraw an Academic Consideration Application before it has been assessed by Administration Staff.
Application Submitted Date	Blank	Applications with a status equal to Draft or Withdrawn do not have an Application Submitted Date
	dd-mm-yyyy	Date the student submitted the Application

<b>Documentation Status</b>	Blank	Applications with a status equal to Draft or Withdrawn do not have a Documentation Status
	Not Provided	Document Option - Supporting documentation not required (1st application in session for individual written assessment, extension not exceeding 3 days)
	Provided	Document Option - I will provide documentation now
	To Be Provided	Document Option - I will provide documentation within 3 working days of the assessable item due date
	Waived	Document Option - I have been advised via SOLS that I do not require supporting documentation (option removed from SOLS AC Application 30 Aug 2023 – Staff who create applications on behalf of students can still choose this option)
<b>Admin Review Status</b>	Blank	Applications with a status equal to Draft or Withdrawn do not have an Admin Review Status  Applications with a status equal to Submitted do not have an Admin Review Status when Documentation Status is equal to - To be provided
	Outstanding	Application is Submitted and Admin are yet to Review/Reply
	Commenced	Admin are in the process of reviewing the application
	Complete	All Subjects have had an Admin Reply Status selected
<b>Replies</b>	Blank	Applications with a status equal to Draft or Withdrawn do not display a status in the Replies column  Applications with a status equal to Submitted do not have a Replies status when Documentation Status is equal to - To be provided
	Outstanding	All subjects on the AC application have not yet received a reply
	Complete	All subjects on the AC application have received a reply  Note: SOLS AC View – if Admin have replied to the AC request (approved or denied) – Reply By will display 'Admin Staff' instead of the Admin Staff members name  If Academic has replied via SMP_Central, Reply By field will display Admin staff members name
<b>Details</b>	View   Withdraw	View Students can click to view their AC application. Note: Students can only see the document name of docs uploaded, they cannot view the attachment  Withdraw – Students can withdraw an Academic Consideration Application before it has been assessed by Administration Staff.
	Edit   Withdraw	Edit option appears when student has saved draft of the AC application. Student clicks to 'Edit' to complete the application and click 'Submit'  Withdraw – Students can withdraw an Academic Consideration Application before it has been assessed by Administration Staff.
	Upload Document   Withdraw	Upload Document option appears when student chose Document Option 'I will provide documentation within 3 working days of the assessable item due date' – Student clicks Upload Document and then submits the application so it can be reviewed by Admin
	View	Click to View the application

Staff can view the information that students see in SOLS via:

- SAI – Individual Operations for Staff – SOLS Staff View

Note: this access is restricted and staff who have 'SOLS Staff View – No AC' are not permitted to view SOLS AC Applications.

## 2.3 SOLS Academic Consideration – Create A New Application

### Students create a new Academic Consideration Application

#### Academic Consideration - New Application

Expand All ⊕

SOLS Home 🏠

Current Session ▼

Learning Platform (Moodle)

Learning Platform (Moodle) Details

Assignment Results

SOLSMail History

**Academic Consideration**

Textbook Information

Student Forms

Attendance

Enrolment >

Timetable >

Fees >

Personal Details and Consent >

Graduation >

SOLS Vote and Comments >

**WHAT IS ACADEMIC CONSIDERATION?**

Academic Consideration is intended to help minimise the impact of short-term events that are beyond your control (compassionate, compelling or extenuating circumstances). Such events may significantly impair your ability to complete an assessment task on or by the due date as stipulated in the **Subject Outline** which affects your progress in a subject relevant to your course of study. For further information, including when to apply, how to apply, eligibility, supporting documentation and outcomes, please visit:

- The [Academic Consideration webpage](#) for UOW students; or
- The [UOW College Academic Consideration Policy](#) for UOWC students.

**DO YOU NEED WELLBEING SUPPORT?**

Immediate mental health support is available.

- For all students located in Australia, support can be accessed by calling or texting the [UOW 24-hour Student Wellbeing Support Line](#) available 24/7.
- For all students currently located outside of Australia, please see the [Student Support Program for international students studying offshore](#) including confidential, free counselling and wellbeing services in your language 24/7.
- Students who are members of BUPA also have access to a 24 hour telephone student support line. Advice can be provided in 180 languages, for a range of emergency situations, medical or otherwise. Find our more [here](#).

For non-urgent support:

- Our [Student Support Coordinators](#) are available to provide you with advice, information and assistance, to explore options with you, to link you to the range of other services and assistance, and to assist you to make a plan to get back on track.
- UOW also offers [free and confidential counselling](#) for students experiencing distress or anxiety.
- Information on how to access counselling and advisory services for UOW College is available at: <https://www.uowcollege.edu.au/current-students/academic-personal-support/personal-support-and-wellbeing/>
- For UOW students studying at an offshore teaching location, please contact your local administration team for assistance: <https://www.uow.edu.au/student/offshore/managing-your-course/5d-en-56133>

**REASONABLE ADJUSTMENTS**

Students who have arranged [Reasonable Adjustments](#) with the Disability Services Unit should only use Academic Consideration when applying for circumstance/s which are not outlined in their approved reasonable adjustment documentation.

**TIMING**

Students cannot apply for Academic Consideration for an exam or an assessment task, after completing/submitting an exam or assessment task. You must apply for Academic Consideration as soon as possible after the issue occurs. At a minimum you must apply prior to the due date for an assessment task or before sitting an exam. If you become unwell or an extenuating circumstance occurs during an exam, which prevents you from completing the exam, you must notify your exam invigilator immediately.

**NEED HELP WITH THIS APPLICATION?**

If you need help or assistance, please contact:

- UOW Students in Australia: [AskUOW team in Student Central](#) or your [local campus](#)
- UOWC Students in Australia: [UOW College Enquiries](#)
- Global Campus Students: Your [institution administration team](#)

**VERIFICATION OF DOCUMENTARY EVIDENCE**

Once submitted, documentary evidence will be verified by Student Services.

- In submitting documentary evidence for verification, students consent to UOW contacting the issuer of the document/s to confirm their legitimacy. Students consent to the release of information to relevant third parties for the purpose of verifying document legitimacy.
- The submission of fraudulent documentation will be regarded as serious misconduct and will be managed in accordance with the Student Conduct Rules and associated procedures. The matter may also be referred to the State or Federal Police.

❗ \* Indicates required field.

**PART A: SUBJECTS FOR ACADEMIC CONSIDERATION**

Affected From: \*  To: \*

- The maximum length of consideration for a single event is limited to 7 days
- Affected dates must be covered by your documentary evidence
- Add another record to select all the subjects and assessment items for which you are requesting Academic Consideration in this one application

❗ At least one subject must be selected.

Subject Code	Assessment Item Affected*	Assessment Type*	Written Assessment	Weight (Value %)*	Group Work?	Tutors Name	Due/Scheduled Date*	Subject Coordinator(s)	Nature of Assistance Sought*
Select ▼	Select ▼	Select ▼		[ ]	[ ]				Select ▼

[ADD ANOTHER RECORD](#)

[Back to Top](#)

**PART B: GROUNDS FOR ACADEMIC CONSIDERATION**

Circumstance \*

**PART C: SUPPORTING DOCUMENTATION**

Students are permitted to self-certify and are not required to provide evidence to support the application in the following circumstances:

- Nature of Assistance Sought is 'Extension of time to submit an assessment task' and the Assessment Type is an INDIVIDUAL written assessment
- You are requesting an extension of no more than 3 calendar days
- This is your 1st application in the session (including a single application applying to more than one subject)
- You meet all other Policy eligibility requirements
- You apply at least one day before the due date.

All subsequent requests within the same session, or requests that do not meet the criteria listed above require supporting documentation.

Students enrolled in UOW Onshore Trimester 2 - please select Document Option - 1 have been advised via SOLS that I do not require supporting documentation:

Document Option \*

**PART D: DECLARATION**

- I understand my application will be assessed in line with [UOW's Student Academic Consideration Policy](#) (for UOW Students) and [UOW College's Student Academic Consideration Policy](#) (for UOW College students)
- I certify that all information provided in this application, including supporting documentation and associated information is correct
- I understand that my application will be assessed based on the information I have provided in this application and that if any of the information provided is incorrect, this may lead to any approvals being revoked
- I understand that providing false statements or lodging a non-genuine application will be treated as serious misconduct with significant penalties. Applications are checked for legitimacy and if found to be false, may result in failed grades for the subject(s) in question. Misconduct cases are also permanently recorded on academic records and may result in referral to State or Federal Police

I agree

[SAVE DRAFT](#) [SUBMIT](#) [CANCEL](#)

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### PART A: SUBJECTS FOR ACADEMIC CONSIDERATION

**PART A: SUBJECTS FOR ACADEMIC CONSIDERATION**

Affected From: \*  To: \*

- The maximum length of consideration for a single event is limited to 7 days
- Affected dates must be covered by your documentary evidence
- Add another record to select all the subjects and assessment items for which you are requesting Academic Consideration in this one application

**At least one subject must be selected.**

Subject Code	Assessment Item Affected *	Assessment Type *	Written Assessment	Weight (Value %)*	Group Work?	Tutors Name	Due/Scheduled Date *	Subject Coordinator(s)	Nature of Assistance Sought *
Select	Select	Select			<input type="checkbox"/>				Select

ADD ANOTHER RECORD

Field	Description
Affected From	
Affected To	Note: While the Student Academic Policy states that the maximum length of consideration for a single event is limited to 7 days and there is a message on the screen to advise students that 'The maximum length of consideration for a single even is limited to 7 days - there is no system check that the Affected From/To is less than or equal to 7 days – that check is performed by Admin staff at the Review/Reply stage
Subject Code	Subjects will appear for a student to apply for Academic Consideration when the following conditions are met: <ul style="list-style-type: none"> <li>Course status – Criteria Control 11 (Active, Restricted, Probation, Referral, Pending)</li> <li>Enrolment Status – Criteria Control 415 (Provisional, Enrolled, Incomplete)</li> <li>Course Campus – Criteria Control 455</li> <li>If Session Exam Release Date is recorded – Current Date must be between Session Start Date and Exam Release Date + 25 days (25 is defined in Control Data)</li> <li>If Session Exam Release Date is NOT recorded – Current Date must be between Session Start Date and Session End Date + 25 days (25 is defined in Control Data)</li> </ul>
Assessment Item Affected	Subject Specific Assessments: <ul style="list-style-type: none"> <li>These are the Tasks that have been defined in SMP_Central</li> <li>Note: Not all subjects have Tasks defined in SMP_Central</li> </ul> Standard Assessments: <ul style="list-style-type: none"> <li>List of generic Standard Assessments for students to select from if the Assessment Item Affected has not been defined as a Subject Specific Assessment in SMP_Central</li> <li>The list of Standard Assessments appear and can be selected even if there are Subject Specific Assessments appearing for the subject instance</li> <li>For UOW College subjects – Attendance/Participation does not appear in the list of Standard Assessments</li> <li>If 'Other' is chosen from the list of Standard Assessments – students are prompted to enter the description</li> </ul>
Assessment Type	If the Assessment Item Affected selected is: <ul style="list-style-type: none"> <li>Subject Specific Assessment – Assessment Type must be selected</li> <li>Standard Assessments – Assessment Type is mapped automatically</li> </ul>
Written Assessment	Y/N is mapped automatically from the Assessment Type. Refer to section 2.3.1 for details of the mappings
Weight (Value %)	Weight is entered by the student Students can enter to 2 decimal places – field is limited to 5 chars
Group Work	Students tick if the assessment item is group work – this is so Admin staff can assess whether the assessment is individual written assessment when students are requesting self certification.
Tutors Name	Optional field
Due/Scheduled Date	Student enters the Due/Scheduled date for the Assessment Item Affected Note, there is no system check that the Due/Scheduled Date falls in the date range of the Affected Dates
Subject Coordinators	Subject Coordinator is pulled from the Staff Association on the Subject Instance in the SMP Subject Database (noting that Staff Associations flow into the SMP Subject Database from COSMOS)
Nature of Assistance Sought	<b>Extension of time to submit an assessment task</b>
	Students also have to select the Date of the Extension they are requesting <b>Permission to undertake a deferred assessment task or in-session test</b>
	<b>Permissions to undertake a deferred end of session exam</b>  Pop up message management message appears – ACPTA002 - An approved deferred end-of-session exam will cause a delay in receiving final results for the relevant subject(s). This may impact and cause delays with your study progression. Impacts can include (but are not limited to)

	ability to enrol in the next session, completion of studies, and conferral of your award in time to attend the next round of graduation ceremonies.
	<p><b>Consideration for compulsory attendance or participation requirement</b></p> <p>this option does not appear for UOW College subjects</p>
<b>ADD ANOTHER RECORD</b>	if the student is applying for Academic Consideration for more than one subject, or for more than one Assessment Item for a subject – they click to Add Another Record
X	Click X to remove records – there has to be at least one subject selected to submit an AC request.

## PART B: GROUNDS FOR ACADEMIC CONSIDERATION

Under the new policy, Students select a circumstance and a reason, they no longer enter the details of what occurred and how it affected their ability to complete their assessment.

PART B: GROUNDS FOR ACADEMIC CONSIDERATION

ACPTB001

Circumstance \*

Circumstance Short Description Select 1 from drop down	Circumstance Full Description To appear below drop down	Reason Drop down for reason to appear when circumstance selected Select 1 from drop down
Medical illness or injury to yourself		<ul style="list-style-type: none"> <li>• COVID-19</li> <li>• Influenza or cold</li> <li>• Conjunctivitis</li> <li>• Gastroenteritis</li> <li>• Migraine or Headache</li> <li>• Broken Limb</li> <li>• Mental Health</li> <li>• Hospitalisation</li> <li>• Other – present a free text field max 50 chars</li> </ul>
Hospitalisation of immediate family	Medical illness or injury to an immediate family member that requires hospitalisation	<no drop down for reason>
Death of a family member or friend	Death or bereavement of a family member, close friend, partner or classmate.	<no drop down for reason>
Adverse Experience	An adverse experience that has impacted your physical or mental wellbeing	<ul style="list-style-type: none"> <li>• Witnessing a serious accident</li> <li>• Victim of a serious crime</li> <li>• Housing insecurity</li> <li>• Eviction notice</li> <li>• Natural disaster</li> <li>• Car accident</li> <li>• Financial hardship</li> <li>• Other critical incident</li> <li>• Other – present a free text field max 50 chars</li> </ul>
Extenuating circumstances		<ul style="list-style-type: none"> <li>• Substantial unplanned carer's leave</li> <li>• Legal commitment</li> <li>• Simultaneous in-session test</li> <li>• Military service</li> <li>• One off unusual work commitment</li> <li>• Participating in sporting event at state, national or international level with official sporting body</li> <li>• Religious or cultural obligation and/or event</li> <li>• Technical issue at time of assessment</li> <li>• Changes to assessment due date after release of a subject outline</li> <li>• Other – present a free text field max 50 chars</li> </ul>
*Political upheaval or natural disaster	International Students Only - Major political upheaval or natural disaster in your home country that has impacted on your family that requires immediate emergency travel or consular support.	<no drop down for reason>
*International student visa delay	International Students Only - Inability to begin a course of study on the agreed start date, due to a delay in receiving an international student visa.	<no drop down for reason>
*ECOE or visa extension	International Students Only - Circumstances where your Electronic Confirmation of Enrolment (ECOE) or Student Visa (for students studying at offshore locations) may need to be extended due to the students failure to pass one or more subjects, but where these failures have not resulted in the student requiring an intervention strategy, as outlined in the course progress policy.	<no drop down for reason>
*Changes to family circumstances	International Students Only - Changes to family circumstances in your home country that have negatively impacted on your ability to pay tuition fees or reasonable personal living expenses. A	<no drop down for reason>

\*International Students Only – Circumstance will only appear when student type = International or Unknown.

If Students select a reason = Other, the free text field is limited to a max of 50 characters, to reduce the risk of students providing detailed information that could be extremely private or distressing.

## PART C: SUPPORTING DOCUMENTATION

Where the request for Academic Consideration does not meet the criteria outlined in the Student Academic Consideration policy for self certification, documentary evidence is required to support the application.

PART C: SUPPORTING DOCUMENTATION

From 22 July 2023, Students in ALL sessions must provide documentation.

Students are only eligible to choose "Supporting documentation is not required" if it is the 1st application in the session without documentation, Written Assessment = Yes, It's an Individual Assessment, not Group Work, Nature of Assistance Sought = Extension of time to submit an assessment task that does not exceed 3 days and you apply at least 1 day before the due date. If you do not meet these conditions and other policy eligibility requirements, your application will be declined.

Document Option \*

Students select from the following options to advise whether they are providing documentation or not.

Document Options	Documentation Status	
I will provide documentation now	Provided	<p>The Upload Document button will appear</p> <p>Attachment(s) must be uploaded or a Submit error will appear - Attachment(s) must be uploaded for Document Option "I will provide documentation now".</p> <p>In circumstances where the requirement for documentation is to be waived – a History Record needs to be added (as a SOLSMail) to the Academic Consideration History Category and students need to upload a copy of the SOLSMail message:                      -Documentation Type: Supporting documentary evidence for non-medical grounds                      -Supporting Documentation Type: SOLSMail message advising documentation not required</p>
I will provide documentation within 3 working days of the assessable item due date	To be Provided	<p>Acknowledgement must be clicked before the Submit button appears – I acknowledge that I am required to provide documentation within 3 business days of the assessable item due date and that failure to do so will result in my application not being reviewed</p> <p>Admin Staff can only view applications when Documentation is to be provided – they cannot Review or Reply</p>
Supporting documentation not required (1st application in session for individual written assessment, extension not exceeding 3 days)	Not Provided	<p>Students are permitted to self-certify and are not required to provide evidence to support the application in the following circumstances:</p> <ul style="list-style-type: none"> <li>Nature of Assistance Sought is 'Extension of time to submit an assessment task' and</li> <li>the Assessment Type is an individual written assessment – a pop up asks whether any assessments are for group work, if yes, doc option changes to 'select'</li> <li>Duration of the request does not exceed 3 calendar days</li> <li>Request is the 1st application within a session (including a single application applying to more than one subject) where documentary evidence has not been provided</li> <li>Circumstances meet the policy requirements</li> <li>Request is made at least one day before the assessment deadline.</li> </ul> <p>All subsequent requests within the same session, or requests that do not meet the criteria listed above require supporting documentation.</p> <p>Pop up appears – 'Are any of the assessments in this application for Group Work?' If Yes, Document Option changes back to 'Select'</p>
I have been advised via SOLS that I do not require supporting documentation	Waived	<p>In circumstances where the requirement for documentation is to be waived – a History Record needs to be added (as a SOLSMail) to the Academic Consideration History Category so Admin Staff assessing the AC application can view the waiver.</p>



		**This option was removed from the SOLS AC Application in August 2023 due to students choosing the option when they were not eligible.
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## UPLOAD DOCUMENT

When students choose the document option, 'I will provide documentation now', or they choose to 'Upload Document' when they have chosen document option 'I will provide documentation within 3 working days of the assessable item due date' – they can click **UPLOAD DOCUMENT**:

A new window will open

- A maximum of 3 attachments can be loaded for each Documentation Type and the maximum size of each document is 5MB
- File types accepted: jpeg, jpg, pdf (note: For privacy and security requirements, only read only file formats are permitted to be uploaded due to the risks with download folder and the sensitive health information contained in the documents).

Documentation Type	
<b>Medical Certificate/Letter from a registered Medical Practitioner or Psychologist</b>	
	Attachment
	Documentation Affected from
	Documentation Affected to
	Name of Medical Centre
	Name of Medical Practitioner or Psychologist
	Provider Number
	Contact Number (of Medical Practice)
	Acknowledgement
	Upload
<b>Supporting documentary evidence for non-medical grounds</b>	
<b>Supporting Documentation Type</b>	Attachment
Death certificate and/or death notice	Documentation Affected from
Police or Fire Officer report (with an event number)	Documentation Affected to
Letter from an employer (on official company letterhead)	Issuer <optional field>
Jury notice letter from a relevant authority	Details <optional field>
Letter from the armed forces or SES (on official letterhead)	Contact # <optional field>
UOW subject outline or exam timetable	Acknowledgement
Selection confirmation from a national or international sporting body (on official letterhead)	Upload
Letter from a Minister of Religion (on an official letterhead)	
Letter from an official cultural authority (on an official letterhead)	
Eviction Notice	
Timestamped screenshot	
SOLSMail message advising documentation not required	
Other	
<b>Statutory declaration (with secondary supporting documentary evidence)</b>	
	Attachment - Statutory Declaration
	Attachment - Secondary Evidence – eg receipts, flight tickets etc
	Documentation Affected from
	Documentation Affected to
	Name of Justice of the Peace or other authorised Witness
	Registration Number
	Description of secondary documentary evidence
	Acknowledgement
	Upload

Students must click the Acknowledgement checkbox (message management messages ACDOC001-002) in order for the Upload button to be selectable:

• I understand that University will not be retaining a copy of the supporting documents I upload as the documents will be removed once the Academic Consideration Application has been replied to.

• I acknowledge that it is my responsibility to retain a copy of the attached supporting documentation and be able to provide a copy should it be required as part of an appeals process.

• I consent to UOW contacting the issuer of the document/s to confirm their legitimacy and consent to the release of information to relevant third parties for the purpose of verifying document legitimacy.

Note:

- When students upload documentation in SOLS – Academic Consideration Application, students cannot view the documentation – they can delete and upload again if required.
- As soon as all the subject/assessment items on an Academic Consideration Application have replies (or 14 days after the AC application was submitted or the document was created), the documentation is deleted and it will appear as File(s) Deleted in SAI and SOLS.

#### PART D: DECLARATION

Students need to read the declaration and click 'I agree' for the SUBMIT button to be available.

**PART D: DECLARATION**

- I understand my application will be assessed in line with [UOW's Student Academic Consideration Policy](#) (for UOW Students) and [UOW College's Student Academic Consideration Policy](#) (for UOW College students)
- I certify that all information provided in this application, including supporting documentation and associated information is correct
- I understand that my application will be assessed based on the information I have provided in this application and that if any of the information provided is incorrect, this may lead to any approvals being revoked
- I understand that providing false statements or lodging a non-genuine application will be treated as serious misconduct with significant penalties. Applications are checked for legitimacy and if found to be false, may result in failed grades for the subject(s) in question. Misconduct cases are also permanently recorded on academic records and may result in referral to State or Federal Police

I agree

#### SAVE DRAFT / SUBMIT / CANCEL

Option	Description
Save Draft	<p>An AC Application number will be allocated The Draft will appear on the SOLS Existing Application Table When student is ready, they click to 'Edit', complete the application and 'Submit'</p> <p>Draft applications do not appear on SAI – Ind Ops Staff – Academic Consideration summary of applications table and they do not appear on the SAI – Report System – Academic Consideration Report</p> <p>If staff need to view a Draft application – they can do so via SAI – Ind Ops Staff – SOLS Staff View (if they have access to view AC applications)</p>
Submit	<p>When a student clicks 'Submit' an AC Application number is assigned and a Trigger email is generated to the relevant subject campus email address to advise Admin staff that there is an Academic Consideration Application to be reviewed</p> <p>Note: If the AC Application Document Option = 'I will provide documentation within 3 working days of the assessable item due date' – the Admin Trigger email is not generated – Student Service requested this change in Sept 2023 – Admin Trigger email in this case is only sent when students Upload Document.</p>
Cancel	Cancel out of the 'Create a new application' function without saving any changes

### 2.3.1 Mappings – Written Assessment

The Student Academic Consideration policy allows Students to self certify when certain circumstances are met, one of which is that the Assessment Type is an Individual Written Assessment. The following mapping for Standard Assessments to Written Assessments has been implemented in the system.

If changes to the mappings are required, a ticket should be submitted to the IMTS PL/SQL team.

Standard Assessment	Written Assessment?
Artefact / Resource	Yes
Assignment	Yes
Attendance/Participation	No
End-Of-Session Exam	No
Essay	Yes
In-Session Test	No
Journal/Blog	Yes
Lab/Prac/Simulation	No
Performance	No
Placement	No
Portfolio	Yes
Presentation	No
Professional Task	Yes
Project	Yes
Proposal	Yes
Quiz	No
Reflection	Yes
Report	Yes
Thesis	No
Other	No

### 2.3.2 3 or more applications in a 6 month period

If a student submits 3 or more requests for Academic Consideration within a 6 month period (based on the calendar year being divided in two – between 1/1/YYYY and 30/6/YYYY or between 1/7/YYYY and 31/12/YYYY) the following message will appear on the SOLS Academic Consideration Confirmation screen:

‘We are here to help you. As this is your 3<sup>rd</sup> application for Academic Consideration in six months, you will be referred by Student Services to the Head of Students for academic advice or to UOW Support Services. For information on academic and other support services, please go to <https://www.uow.edu.au/student/support-services/>’

Academic Consideration - Confirmation

Expand All

SOLS Home

Current Session

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Application No.	2023500152
Date and Time Submitted	12-07-2023 10:54:49 am
Subject/s	ACCY121 <span style="float: right;">Accounting for Decision Making</span>

We are here to help you. As this is your 10th application for Academic Consideration in six months, you will be referred by Student Services to the Head of Students for academic advice or to UOW Support Services. For information on academic and other support services available please go to <https://www.uow.edu.au/student/support-services/>

Your application has been submitted and will be assessed in accordance with the policy principles. You will be notified of the outcome via SOLSMail ACCONF003ACCONF004ACCONF005ACCONF006-

**WARNING -** Providing false statements or lodging a non-genuine application will be treated as serious misconduct with significant penalties. Applications are checked for legitimacy and if found to be false, may result in failed grades for the subject(s) in question. Misconduct cases are also permanently recorded on academic records and may result in referral to State or Federal Police. ACCONF007

When a student submits their third (or more) Academic Consideration Application, In SAI – Individual Operations for Staff – Academic Consideration, the Admin Reply Status is locked.

Enter student - Number, Last Name or Username: [REDACTED] (Search) (Repeat) (Advanced Search)

**ACADEMIC CONSIDERATION - REVIEW/REPLY**  
Miss Preferred STUDENT [REDACTED] Show Legal Name

Application No.	Submit User - Date Time	Affected Dates	No. Days Affected	App No. for the 6 month period	No. Apps this 6 month period
2023500149	Student 11-07-2023 09:07:40	11-07-2023 to 12-07-2023	2	8th	10 <input type="checkbox"/> ACADMINUNLOCK - Tick the checkbox to unlock the Admin Reply Status and enter the referral details in the text box below.

**Grounds for Academic Consideration**

Circumstance	Reason
Medical illness or injury to yourself	Migraine or Headache

**Supporting Documentation**

Documentation Type	Documentation Dates	Documentation Info	Attachments	Source Document Check	Admin User - Date Time
Medical Certificate / Letter from a registered Medical Practitioner or Psychologist	11-07-2023 to 13-07-2023	Name of Medical Center: Test Name of Medical Practitioner or Psychologist: test Provider Number: test Contact Number (of Medical Practice): test	PDF - Medical Cert.pdf	Select	

**Other Detail - (Information to be provided to Subject Coordinator)(Max Characters: 2500)**

[REDACTED]

**Subjects for Academic Consideration - Admin Review**

Subject Code	Subject Instance	Session Start - End	Subject Faculty Affected	Assessment Item Affected	Assessment Type	Written Assessment	Weight	Group Work	Due/Scheduled Date	Due before/after affected from/to	Subject Coordinator	Nature of Assistance Sought	Requested Extension	No. Cal days Ext	Admin Reply Status	Admin User - Date Time	Reply User - Date Time	Reply Details
ACCY121	2023, Autumn, Wollongong, On Campus, Class 1	27-02-2023 to 22-06-2023	BAL	Essay	Essay	Yes	10	No	12-07-2023	No	Ms [REDACTED]	Extension of time to submit an assessment task	13-07-2023	1	Select			

Admin staff need to tick the checkbox that appears in the No. Apps this 6 month period box to activate the Admin Reply Status, and staff would only tick this box once they have taken the necessary action to refer the student to the Head of Students for academic advice or to UOW Support Services.

Admin staff can enter the details of the action that was taken in the text box that appears in the No. Apps this 6 month period.

Note: if a student submits an Academic Consideration application in SOLS and then subsequently Withdraws that application, it will not be included in the count of the number of apps for the 6 month period.

### 3 SAI – Individual Operations for Staff – Academic Consideration Create

If there is a requirement for delegated staff to create an Academic Consideration Application on behalf of the student, this can be done via SAI – Individual Operations for Staff – Academic Consideration Create.

#### 3.1 Permissions

Staff require a Permissions role that contains the following to access this program:

- SAI – Individual Operations for Staff – Academic Consideration Create
- SAI – Individual Operations for Staff – SOLS Staff View

If staff do not have the correct permissions, an error message will appear:

- 

Note: There is no separation of permission for Academic Consideration - Create - staff can create an AC application for any student, however, if they don't have the correct Permissions Profile, they cannot Review/Reply via SAI - Ind Ops Staff - Academic Consideration.

#### 3.2 Academic Consideration Create

Staff are required to fill out all the fields (which are the same fields that appear on the SOLS AC Application) with the following exceptions:

- Part C: Supporting Documentation - The option 'I will provide documentation within 3 working days of the assessable item due date is not available for staff to select
- Part D: Declaration – there are different options for staff to tick
  - I have read these conditions and student has verbally agreed
  - Student is unable to be read the consent at this time
- Staff don't have the option to 'Save Draft' – the application has to be Submitted

If the student has not provided the staff member with documentation, if the self certification option is not applicable (1<sup>st</sup> application the session for individual written assessment, extension not exceeding 3 days) – staff can choose the 'I have been advised via SOLS that I do not require supporting documentation'. Staff completing the application on behalf of the student need to ensure that they create a note in SAI – Individual Operations for Staff – History Addition to state that the documentation requirement has been waived.

Security Level – displayed to Student and Staff  
Category Name – Academic Consideration

User (displayed to staff)	[REDACTED]
User group (displayed to student)	Administration staff
Security level	Displayed to Student and Staff ▼
Category name	Academic Consideration ▼
Message type	SOLS display, acknowledgement ▼
Message (Enter plain text below or use <> in toolbar to enter HTML formatted message. Max Characters: 4000 in HTML format)	<p><b>B</b> <i>I</i> ☰ 🔗 🔄 &lt;&gt;</p> <p>Requirement for documentation for Academic Consideration for subject ABC 123 on dd/mm/yyyy has been waived - as a result of &lt;reason&gt;</p>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

When staff create AC applications on behalf of students:

A message will appear in SAI – History View

Date / Time	Category	System	Message	Viewed by Student	
21-06-2023 02:16:01 PM	Academic Consideration	SAI	<p>Academic Consideration (2023500088) was received on 21-06-2023 02:16:01 pm (Lodged by Staff on your behalf)</p> <p><b>Part A - Subjects for Academic Consideration:</b> Affected from 21-06-2023 to 21-06-2023. Affected Subjects: ACCY121, Assessment Item Affected: Essay, Assessment Type: Essay, Written Assessment: Yes, Weight: 10, Group Work: No, Due Date: 21-06-2023. Nature of Assistance Sought: Extension of time to submit an assessment task, Date requested extension: 23-06-2023</p> <p><b>Part B - Grounds for Academic Consideration:</b> Circumstance: Medical illness or injury to yourself, Reason: Mental Health</p> <p><b>Part C - Supporting Documentation:</b> Document Option: I have been advised via SOLS that I do not require supporting documentation</p> <p><b>Part D - Declaration:</b></p> <ul style="list-style-type: none"> <li>ACPTD001 - I understand that this application will be reviewed and assessed in line with UOW's Student Academic Consideration Policy (for UOW Students) and UOW College's Student Academic Consideration Policy (for UOW College students)</li> <li>ACPTD002 - I certify that all information provided in this application, including supporting documentation and associated information is correct</li> <li>ACPTD003 - I understand that my application will be assessed based on the information I have provided in this application and that if any of the information provided is incorrect, this may lead to any approvals being revoked</li> <li>ACPTD004 - I understand that providing false statements or lodging a non-genuine application will be treated as serious misconduct with significant penalties. Applications are checked for legitimacy and if found to be false, may result in failed grades for the subject(s) in question. Misconduct cases are also permanently recorded on academic records and may result in referral to State or Federal Police</li> </ul> <p>Staff Declaration: I have read these conditions and student has verbally agreed</p>	No	details

Student will receive a SOLSMail message

## SOLSMail History

Category	Academic Consideration
Date / Time	21-06-2023 02:16:01 PM
User Group	Administration staff
Message	<p>Academic Consideration (2023500088) was received on 21-06-2023 02:16:01 pm (Lodged by Staff on your behalf)</p> <p><b>Part A - Subjects for Academic Consideration:</b> Affected from 21-06-2023 to 21-06-2023. Affected Subjects: ACCY121, Assessment Item Affected: Essay, Assessment Type: Essay, Written Assessment: Yes, Weight: 10, Group Work: No, Due Date: 21-06-2023. Nature of Assistance Sought: Extension of time to submit an assessment task, Date requested extension: 23-06-2023</p> <p><b>Part B - Grounds for Academic Consideration:</b> Circumstance: Medical illness or injury to yourself, Reason: Mental Health</p> <p><b>Part C - Supporting Documentation:</b> Document Option: I have been advised via SOLS that I do not require supporting documentation</p> <p><b>Part D - Declaration:</b></p> <ul style="list-style-type: none"> <li>ACPTD001 - I understand that this application will be reviewed and assessed in line with UOW's Student Academic Consideration Policy (for UOW Students) and UOW College's Student Academic Consideration Policy (for UOW College students)</li> <li>ACPTD002 - I certify that all information provided in this application, including supporting documentation and associated information is correct</li> <li>ACPTD003 - I understand that my application will be assessed based on the information I have provided in this application and that if any of the information provided is incorrect, this may lead to any approvals being revoked</li> <li>ACPTD004 - I understand that providing false statements or lodging a non-genuine application will be treated as serious misconduct with significant penalties. Applications are checked for legitimacy and if found to be false, may result in failed grades for the subject(s) in question. Misconduct cases are also permanently recorded on academic records and may result in referral to State or Federal Police</li> </ul> <p>Staff Declaration: I have read these conditions and student has verbally agreed</p>

I HAVE READ THE MESSAGE

## 4 Email Trigger to Admin

When the student submits a request for Academic Consideration, administration staff need to be advised that there is an AC request that needs to be reviewed.

The trigger to admin staff is an email that is sent to the email address that is setup in the campus table.

- For UOW Onshore campuses, the email to [ask-uow@uow.edu.au](mailto:ask-uow@uow.edu.au) triggers a case to be created in StudentCRM
- For UOW College Onshore campuses, the email to [uow-college-enrolment@uow.edu.au](mailto:uow-college-enrolment@uow.edu.au) triggers a case to be created in StudentCRM

The email is based on the campus of the subject instance(s) in the AC application.

If a change to the Admin trigger email is required, a ticket needs to be submitted to the IMTS PL/SQL team advising the campus, what the existing trigger email is and what the new admin trigger email is.

If the Academic Consideration Application contains multiple subjects from different campuses:

- If the Admin trigger email is the same for all the campuses, only 1 trigger email is sent
- If the Admin trigger email is different for the subject campuses, then multiple trigger emails are sent (one to each of the different admin trigger emails) – in practice, this is unlikely to happen as all the UOW Onshore campuses have the same Admin trigger email.

When a student creates an Academic Consideration and chooses Document Option – 'I will provide documentation within 3 working days of the assessable item due date' - a trigger email is sent to Admin (Documentation Status in the email shows 'To be Provided') – In SAI, an AC Application that has a Documentation Status = 'To be Provided' is read only, staff can only click to view the application. Admin staff won't be able to Review/Reply to the AC application until the student goes back into SOLS and chooses to upload the documentation, this will then trigger another email to Admin (Documentation Status will then show 'Provided') and Admin staff will be able to Review/Reply in SAI – Ind Ops Staff – Academic Consideration. Note: this functionality exists because the policy allows for students to provide documentation within 3 working days of the assessable item due date – **Note Sept 2023 – Student Service asked for the 1<sup>st</sup> Trigger email to be turned off when students choose documentation to be provided. Admin will now only receive a trigger email once students have chosen to Upload Documentation.**

### Admin Trigger - Email Format

-----Original Message-----

From: [noreply@uow.edu.au](mailto:noreply@uow.edu.au) <[noreply@uow.edu.au](mailto:noreply@uow.edu.au)>

Sent: Tuesday, 18 July 2023 11:28 AM

To: Admin Trigger Email <[username@uow.edu.au](mailto:username@uow.edu.au)>

Subject: TST: AC 2023500193 - SN 7638577 - Autumn 2023, Trimester 2 2023

Student #: 7638577

Academic Consideration Application #: 2023500193 Documentation Status: Waived

Subject Campus: Wollongong

Subject Session(s): Autumn 2023, Trimester 2 2023

Subject(s): FIN 111, ACCY121

-----  
This Academic Consideration application email has been sent to this email address as a subject from your campus is part of this application.

Admin staff need to login to SAI-Individual Operations for Staff-Academic Consideration to Review this AC Application. Refer to the SAI Menu Summary for more information on the Academic Consideration systems functionality.



## 5 SAI – Individual Operations for Staff – Academic Consideration

Once the student applies for Academic Consideration via SOLS – and the trigger email is sent to Admin, Admin staff login to SAI – Individual Operations for Staff – Academic Consideration to Review/Reply to the Academic Consideration Request.

Admin staff assess the Academic Consideration application against the policy and they may do the following:

- Refer students when the application number for the 6 month period is greater than or equal to 3
- Check if students were eligible to select to self certify if they chose Document Option – ‘Supporting documentation not require (first application in session for written assessment, extension not exceeding 3 days)
- Decline the application if supporting documentation is required
- Review documentation and select Source Document Check
- Enter additional details in the ‘Other Detail’s box for the Subject Coordinator

Each subject/assessment item that the student added to the Academic Consideration Application appears as a separate line in the Subjects for Academic Consideration – Admin review table.

In line with the policy, there are certain cases where Admin may be able to approve the Academic Consideration request for a subject/assessment item, or they can choose to decline the request or forward the request to the Subject Coordinator to reply via SMP\_Central.

### 5.1 Permissions

This program has separation of permissions.

Staff can only access the Academic Consideration Applications for Student Courses that match the Profile assigned to the Role in SMP Permissions, for example, a staff member with Profile = Calendar College can only access AC Applications for UOW College students.

If staff do not have a permissions Profile that enables them to access the AC Application, a message will appear:

You do not have access to view this AC Application

ACADEMIC CONSIDERATION							
Miss Preferred <b>STUDENT</b> (5688619) <a href="#">Show Legal Name</a>							
Application No.	Application Status	Application Submitted Date	Documentation Status	Campus	Document Check Status	Admin Review Status	Action
2023500153	Submitted	12-07-2023	Provided	Wollongong	Complete	Commenced	You do not have access to view this AC application
2023500152	Submitted	12-07-2023	Provided	Wollongong	Complete	Complete	You do not have access to view this AC application

## 5.2 SAI - Academic Consideration – Application Summary

The Academic Consideration Application Summary to view previous applications and select applications to Review/Reply.

ACADEMIC CONSIDERATION							
Mr Test STUDENT (7248544)							
Application No.	Application Status	Application Submitted Date	Documentation Status	Campus	Document Check Status	Admin Review Status	Action
2023500081	Submitted	20-06-2023	To be Provided	Wollongong			<input type="button" value="View"/>
2023500080	Submitted	20-06-2023	Provided	Wollongong		Outstanding	<input type="button" value="Review/Reply"/>
2023500078	Submitted	20-06-2023	Not Provided	Wollongong		Outstanding	<input type="button" value="Review/Reply"/>

Column	Values	Description
<b>Application No.</b>		
<b>Application Status</b>		<p>Note: Student has chosen to 'Save Draft' – the AC application has not yet been submitted.</p> <p>Draft applications do not appear on the SAI – Ind Ops Staff – Academic Consideration – Application Summary</p>
	Submitted	Student has created the AC application and clicked to 'Submit'
	Submitted by Staff	The AC application was created via – SAI – Individual Operations for Staff – Academic Consideration Create – this function is used by support staff to create AC applications on behalf of students in certain circumstances
	Withdrawn	Students can withdraw an Academic Consideration Application before it has been assessed by Administration Staff.
<b>Application Submitted Date</b>	dd-mm-yyyy	Date the student submitted the Application
		Applications with a status = Withdrawn do not have an Application Submitted Date
<b>Documentation Status</b>	Blank	Application Status = Withdrawn will have a blank Documentation Status
	Not Provided	Document Option - Supporting documentation not required (1st application in session for individual written assessment, extension not exceeding 3 days)
	Provided	Document Option - I will provide documentation now
	To Be Provided	Document Option - I will provide documentation within 3 working days of the assessable item due date
	Waived	Document Option - I have been advised via SOLS that I do not require supporting documentation (option removed from SOLS AC Application in August 2023 due to students choosing option when not eligible)
<b>Campus</b>		Campus – is the campus of the subject instance(s) on the AC Application. Students can be enrolled in subject instances at more than one campus, if the Academic Consideration Application contains subject instances from more than one campus, multiple campuses will be displayed in this column
<b>Document Check Status</b>	Blank	Document Check Status field will be blank until the Admin Review Status changes from Outstanding to Commenced
	N/A	N/A means that there is no documentation – Either not provided or waived.
		As soon as admin staff enter any information against the AC application (ie Admin Review Status changes from Outstanding to Commenced) – The Document check status is updated
	Outstanding	Students can upload multiple document types to an AC Application.
		Outstanding – means none of the documents have had the Source Document Check selected
		As soon as admin staff enter any information against the AC application (ie Admin Review Status changes from Outstanding to Commenced) – The Document Check Status will change to Outstanding if the Source Document Check on the application = Select for all of the documents attached
	Commenced	Students can upload multiple document types to an AC Application.
		Commenced – means some of the documents have had the Source Document Check Status selected

		If the application has more than one document uploaded and staff have changed the Source Document check for at least one (but not all) docs, the Document Check Status will change to Commenced
	Complete	Students can upload multiple document types to an AC Application  Complete – means all documents have had a Source Document Check status selected.  Once all documents on the application have a Source Document Check selected, the Document Check Status will change to Complete
		Applications prior to Spring 2023  Note – As applications prior to Spring 2023 only had 1 Source Document Check - The Document Check Status for these applications will display the value of the Source Document Check
<b>Admin Review Status</b>	Blank	Applications with a status equal to Draft or Withdrawn do not have an Admin Review Status  Applications with a status equal to Submitted do not have an Admin Review Status when Documentation Status is equal to - To be provided
	Outstanding	Application is Submitted and Admin are yet to Review/Reply
	Commenced	Admin have Reviewed and saved information against the application
	Complete	All Subjects have had an Admin Reply Status selected
<b>Action</b>	Review/Reply	
	View	When document option 'I will provide documentation within 3 working days of the assessable item due date' is chosen, the AC application is read only for staff – they can only click to 'View' the application  Once each of the Subject/Assessment Item Affected rows on the AC Application have had a Admin Reply Status selected, the Action will change from Review/Reply to View

Note: The Academic Consideration changes for the new policy (that applies from Spring session 2023) were implemented on 22 July 2023.

- Any Academic Consideration Applications submitted prior to the changes being rolled out, will display the old admin verify options on the SAI – Individual Operations for Staff – Academic Consideration screen
- There will be a short period of time where applications submitted using the old SOLS form are still to be verified by Admin staff – once verified – an email is triggered to the subject coordinator and the AC application flows through to SMP\_Central class roll for Academic to Reply
- Academics see the details of what occurred and how it affected students ability to complete the assessment (as per the old process) and they only have the new reply options available – if there is a need to reply using an option that no longer exists under the new policy staff can chose 'other' and enter the applicable reply option.

### 5.3 SAI - Academic Consideration – Review/Reply/View

SAI – Individual Operations for Staff – Academic Consideration Review/Reply screen:

ACADEMIC CONSIDERATION - REVIEW/REPLY  
Miss Preferred STUDENT (██████) Show Legal Name

Application No.	Submit User - Date Time	Affected Dates	No. Days Affected	App No. for the 6 month period	No. Apps this 6 month period
2023500075	Student 19-06-2023 12:46:58	19-06-2023 to 19-06-2023	1	19th	19 <input type="checkbox"/> ACADMINUNLOCK - Tick the checkbox to unlock the review section

**Grounds for Academic Consideration**

Circumstance	Reason
Medical illness or injury to yourself	Hospitalisation

**Supporting Documentation**

Documentation Type	Documentation Dates	Documentation Info	Attachments	Document Check Status	Admin User - Date Time
Medical Certificate / Letter from a registered Medical Practitioner or Psychologist	19-06-2023 to 19-06-2023	Name of Medical Center: test Name of Medical Practitioner or Psychologist: test Provider Number: test Contact Number (of Medical Practice): test	PDF - Medical Cert.pdf	Source document not checked	Ms ██████ 19-06-2023 12:47:32
Medical Certificate / Letter from a registered Medical Practitioner or Psychologist	19-06-2023 to 19-06-2023	Name of Medical Center: test Name of Medical Practitioner or Psychologist: test Provider Number: test Contact Number (of Medical Practice): test	PDF - Medical Cert.pdf	Select	

**Other Detail - (Information to be provided to Subject Coordinator)(Max Characters: 2500)**

**Subjects for Academic Consideration - Admin Review**

Subject Code	Subject Instance	Session Start - End	Subject Faculty	Assessment Item Affected	Assessment Type	Written Assessment	Weight	Group Work	Due/Scheduled Date	Due before/after affected from/to	Subject Coordinator	Nature of Assistance Sought	Requested Extension	No. Cal days Ext	Admin Reply Status	Admin User - Date Time	Reply User - Date Time	Reply Details
ACCY121	2023, Autumn, Wollongong, On Campus, Class 1	27-02-2023 to 22-06-2023	BAL	Essay	Essay	Yes	10	No	19-06-2023	No	Ms ██████	Extension of time to submit an assessment task.	21-06-2023	2	Select			

Column	Description
Application No.	
Submit User - Date Time	Details whether student submitted the AC application Or whether staff submitted on behalf of the student
Affected Dates	The affected from and to date student entered
No. Days Affected	Includes Date from and Date to in the count – eg 07/05 to 13/05 is 7 days affected
App No, for the 6 month period	This shows which application number this application is for the 6 month period. For example, if a student has submitted 3 applications in the 6 month period, this field will show whether this application is the 1 <sup>st</sup> , 2 <sup>nd</sup> or the 3 <sup>rd</sup> application – noting that it depends on the timing of the application being submitted and the most recent application number may not be the last.
No. Apps this 6 month period	<p>If student submits 3 or more requests for AC within a 6 month period (based on year being divided in two – between 1/1 and 30/6 or between 1/7 and 31/12) the AC Application will be locked in SAI</p> <p>Staff have to tick this checkbox for the Admin Review Status dropdown to be made available.</p> <p>Before staff click the checkbox – they have to take action to refer the student to the Head of Students for Academic Advice or to UOW Support Services</p> <p>*An SAI History message is created for the No. Apps this 6 month period update (staff only, there is not a SOLSMail to the student)</p>

Grounds for Academic Consideration	
Circumstance	
Reason	

<b>Supporting Documentation</b>	
<b>Column</b>	<b>Description</b>
<b>Documentation Type</b>	<p>Waived Not Provided To be Provided</p> <p>If documentation has been provided, the Documentation Type will appear as:</p> <ul style="list-style-type: none"> <li>• Medical Certificate / Letter from a registered Medical Practitioner or Psychologist</li> <li>• Supporting documentary evidence for non-medical grounds</li> <li>• Statutory declaration (with secondary supporting documentary evidence)</li> </ul>
<b>Documentation Dates</b>	Documentation Affected From and To dates that the student selected when they uploaded the documentation to the Academic Consideration Application in SOLS
<b>Documentation Info</b>	Various fields completed by the student when they uploaded the documentation to the Academic Consideration Application in SOLS
<b>Attachments</b>	<p>The documents that the student uploaded will be links – staff can click to view the documents.</p> <p>Note: Students can only upload pdf, jpeg or jpg as these document types carry less risk as they don't trigger a download when staff click to view.</p> <p><b>Files(s) Deleted</b></p> <p>Once every subject/assessment has a reply (in the Reply Details column) the attachments will be deleted.</p> <p>If not all subject/assessment lines on the application have a reply (in the Reply Details column) then 14 days (number of days is configurable by IMTS) after the application submitted date (or the document created date), the attachments will be deleted</p> <p>Students agree to the following conditions before they are permitted to upload documents to the Academic Consideration Application:</p> <ul style="list-style-type: none"> <li>• I understand that University will not be retaining a copy of the supporting documents I upload as the documents will be removed once the Academic Consideration Application has been replied to.</li> <li>• I acknowledge that it is my responsibility to retain a copy of the attached supporting documentation and be able to provide a copy should it be required as part of an appeals process.</li> <li>• I consent to UOW contacting the issuer of the document/s to confirm their legitimacy and consent to the release of information to relevant third parties for the purpose of verifying document legitimacy.</li> </ul>
<b>Source Document Check</b>	<p>If staff choose to undertake a Source Document check, they select the status from the drop down menu.</p> <p>If they choose not to undertake a Source Document check, they leave the status as Select.</p> <p>Select Source Document not checked Source Document checked and valid Source Document checked and invalid Source Document check pending</p> <p>*An SAI History message is created for the Document Check Status Update (staff only, there is not a SOLSMail to the student)</p>
<b>Admin User – Date Time</b>	If a Source Document Check status is chosen, the User date, time is recorded when the changes are saved (by the staff member clicking 'submit')

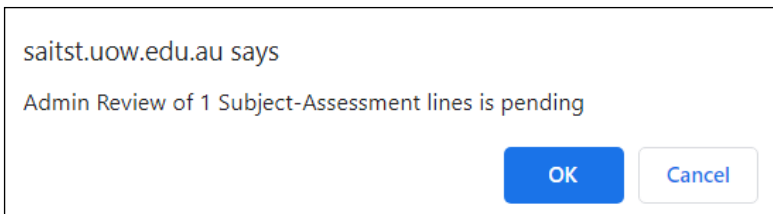
<b>Other Detail (Information to be provided to Subject Coordinator) (Max Characters:2500)</b>
Admin staff enter information that they would like the Subject Coordinator to see in SMP_Central The information entered in this field is NOT displayed to students

<b>Subjects for Academic Consideration – Admin Review</b>		
<b>Column</b>	<b>Values</b>	<b>Description</b>
Subject Code		
Subject Instance		
Session Start - End		
Subject Faculty		
Assessment Item Affected		Students select the Assessment Item Affected from a drop down menu that may contain Subject Specific Assessments – which are the tasks defined for the subject instance in SMP_Central  Or from a list of Standard Assessments
Assessment Type		Assessment Item Affected is mapped to the list of Standard Assessment Types (so if a Subject Specific Assessment is chosen that has a name that does not describe the type of assessment, students have to select the Assessment Type from a drop down menu of Standard Assessment Types
Written Assessment	Yes	Refer to item 2.3.1 for Written Assessment mappings
	No	Refer to item 2.3.1 for Written Assessment mappings
Weight	0-100	The student has entered the weighting (Value %) for the Assessment item
Group Work	Yes	Student ticks a checkbox on the AC Application if the Assessment Item is for Group Work
	No	If the Assessment Item is an Individual Assessment (not group work) – student leaves the Group Work? Check box unticked when the submit the AC Application
Due/Scheduled Date	dd-mm-yyyy	Due date of the assessment item that the student entered on the AC Application
Due before/after affected from/to	Yes	The due date the student entered falls outside the date range of the affected from and to date that the student entered on the AC Application
	No	The due date the student entered falls within the date range of the affected from and to date that the student entered on the AC Application
Subject Coordinator		Subject Coordinator is pulled from the Staff Association on the Subject Instance in the SMP Subject Database (noting that Staff Associations flow into the SMP Subject Database from COSMOS)
Nature of Assistance Sought	Extension of time to submit an assessment task	
	Permission to undertake a deferred assessment task or in-session test	
	Permission to undertake a deferred end-of-session exam	
	Consideration for compulsory attendance or participation requirement	
Requested Extension	dd-mm-yyyy	If the student chose 'Extension of time to submit an assessment task' from the Nature of Assistance Sought drop down menu, they are prompted to enter a date for the extension they are requesting
No. Cal days Ext		This is the number of days between the Due/Scheduled date and the requested extension date  If the due date is 6/7 and the requested extension is 7/7 – the No. cal days Ext is 1 day

		<p>The No. cal days extension must be less than or equal to 3 for the Admin Reply Status of Approved to be available to Admin Staff.</p> <p>If the No. cal days extension is greater than 3 – Admin staff must Forward to SC for reply</p>
Admin Reply Status	Select	<p>If the Admin Reply Status drop down menu is greyed out – check the No. Apps this 6 month period lock – if the app number for the 6 month period is greater than or equal to 3 – the application is locked until Admin staff note what has been done to escalate the 3<sup>rd</sup> or more application in the 6 month period and ticked the checkbox to unlock the Admin Reply Status</p>
Admin Reply Status	Approved	<p>If Written Assessment = Yes And Group Work = No And Nature of Assistance Sought = Extension of time to submit an assessment task And No. Cal days ext is less than or equal to 3</p> <p>The Admin Reply Status 'Approved' will be available for Admin to select – the only reason available to admin is 'Granted Extension of time until' and Admin staff have to enter an extension date.</p> <p>If the conditions listed above are not met, the 'Approved' option will be greyed out and Admin staff must Forward to SC for the Subject Coordinator to reply</p> <p>Note: There are additional criteria that need to be met in order for Admin staff to be able to approve an AC request. Staff need to refer to the Student Academic Consideration Policy for additional checks that need to be performed before approving an AC</p> <p>When Admin Approve the AC for the Subject/Assessment, the Subject Coordinator will receive the APPROVED email and there is a link on the Class Roll in SMP_Central for Academic to view the Academic Consideration Applications that have been processed by Admin</p>
Admin Reply Status	Denied	<p>If Admin select Admin Reply Status of Denied, they must also select a reason</p> <ul style="list-style-type: none"> <li>• Select</li> <li>• Dates in application don't relate to the due date of the assessment task</li> <li>• Duplicate application</li> <li>• Reason for AC is outside of policy</li> <li>• Application is submitted outside of timeframes</li> <li>• Documentary evidence is outside of policy</li> <li>• Assessment task is worth less than 5% (this reason not to be used from Spring 2023, it was removed from the policy as further analysis required)</li> <li>• Supporting documentation required</li> <li>• Other (and a reason must be entered limited to 50 chars)</li> </ul> <p>When Admin Deny the AC for the Subject/Assessment, the Subject Coordinator will receive the DENIED email and there is a link on the Class Roll in SMP_Central for Academic to view the Academic Consideration Applications that have been processed by Admin</p>

<b>Admin Reply Status</b>	Forward To SC	Admin staff select this option to forward the Subject/Assessment to the Subject Coordinator to reply to the AC request via SMP_Central  The Subject Coordinator will receive the FORWARDED email
<b>Admin User – Date Time</b>		The user who selected the Admin Reply Status
<b>Reply User – Date Time</b>		The user who provided the reply to the Student for the Subject/Assessment item on the AC application
<b>Reply Details</b>		The reply provided to the student for the subject/assessment item

Note: If staff click 'Submit' to save changes, and there are subject/assessment items in the Subjects for Academic Consideration – Admin Review Table that have Admin Reply Status = Select, a pop up message will appear to alert staff to the fact that there are outstanding replies on the application



Staff need to ensure that every subejct/assessment item has an Admin Reply Status and the the Admin Review status is COMPLETE.



## 6 SMP\_Central

When Admin staff Review/Reply to the Academic Consideration Application and choose an Admin Reply Status for the Subject Instance/Assessment Item, the following will happen:

SAI – AC – Admin Reply Status	Comms to Subject Coordinator	SMP_Central
Approved	Email to Subject Coordinator ACEM_APPROVED:01 ACEM_APPROVED:02	AC application will appear in the link 'X Academic Consideration Application(s) have been processed by Admin
Denied	Email to Subject Coordinator ACEM_DENIED:01 ACEM_DENIED:02	AC application will appear in the link 'X Academic Consideration Application(s) have been processed by Admin
Forward to SC	Email to Subject Coordinator ACEM_FORWARDED:01 ACEM_FORWARDED:02	Academic clicks on *AC on the Class Roll to reply to Review/Reply to the AC Request

### SMP\_Central Class Roll – Academic Consideration

The Academic logs into SMP\_Central and selects the subject instance from the Class Selection screen and clicks to view the Class Roll:

A message will appear at the top of the screen if there are outstanding Academic Consideration requests to be processed:

Class Roll	Meaning
*There are Outstanding Academic Considerations to be processed (X for Enrolled students) (X for Withdrawn students)	
X Academic Consideration Application(s) have been submitted, but have not yet been reviewed by Admin	
X Academic Consideration Application(s) have been processed by Admin	Click to view the Academic Consideration Applications that Admin staff have replied to (either Approved or Denied the request)

In the Info column on the Class Roll:

\*AC – The Academic Consideration needs to be actioned – Admin staff have reviewed and forwarded to the Subject Coordinator – Subject Coordinator needs to review and reply to the student

AC – The Academic Consideration does not need to be actioned – A response has already been submitted.

The AC Update column shows the date that the Admin Reply Status was chosen in SAI – Individual Operations for Staff – Academic Consideration. If the subject coordinator is required to reply, it is the date that Administration chose the Admin Reply Status – Forward to SC. If the Subject Coordinator has not replied with 2 days of this date, they will receive a reminder email, if they don't reply within 2 days of the reminder email, the AC request will be escalated.

### Academic Consideration - Summary

Click on the \*AC link to Review/Reply to the Academic Consideration application. The Academic Consideration Summary screen will appear

Academic Consideration - Summary															
Shown below are a summary of all academic considerations for 6251808 - Student Test in 2023,Shoa,On Campus,AC Test Aut,ASSH,TAEM,BCM 110,Class 1. To view details of a academic consideration and/or submit a reply, please click on the application number.															
Status Legend: <span style="color: red;">Not processed</span> <span style="color: green;">Processed</span>															
Application Id	From Date	To Date	Student Submission Date	Documentation	Assessment Affected	Written Assessment	Group Work	Weight (Entered by Student)	Assessment Task Due Date	Assistance Sought	Admin Reply Status	Admin User Admin Date	Reply	Reply Details	Reply User Reply Date
1 2023500167-1338741	14/07/2023	14/07/2023	14-07-23	Waived	Essay	Yes	No	10	14-07-23	Extension of time to submit an assessment task	Forwarded to SC	14/07/23 09:54:13			

Academic Consideration Summary		
Not Processed		Highlighted in pink – reply has not yet been sent
Processed		Highlighted in green – reply has been sent to the student
Application ID		Click on this link to open the Academic Consideration Details screen and Reply
From Date	dd/mm/yyyy	
To Date	dd/mm/yyyy	
Student Submission Date	dd-mm-yyyy	The date the student submitted the AC application
Documentation	Provided	Student chose the document option – 'I will provide documentation now' or 'I will provide documentation within 3 working days of the assessable item due date' and they have uploaded documentation which was reviewed by Admin
	Not Provided	Student chose the document option – 'I supporting documentation not required (1 <sup>st</sup> application in a session for an individual written assessment, extension not exceeding 3 days) and Admin staff have reviewed this against the policy
	Waived	Student chose the document option – 'I have been advised via SOLS that I do not require supporting documentation' (option removed from SOLS AC Application in Aug 2023 due to students choosing option when not eligible
Assessment Affected		
Written Assessment	Yes	Refer to item 2.3.1 for the written assessment mappings
	No	Refer to item 2.3.1 for the written assessment mappings
Group Work	Yes	Student ticks a checkbox on the AC application if the assessment item is for Group Work
	No	
Weight (entered by student)		Student enters the Weight (Value%) of the assessment item on the AC Application
Assessment Task Due Date	dd-mm-yyyy	
Assistance Sought		
Admin Reply Status	Forwarded to SC	Admin staff have chosen to forward the AC Application to the subject coordinator for reply
	Approved	In line with the policy, Admin staff have approved the AC application and provided a response to the student
	Denied	In line with the policy, Admin staff have declined the AC application and provided a response to the student
Admin User / Admin Date		The Admin staff member to who selected the Admin Reply Status (and the date/time)
Reply		The reply sent to the student
Reply Details		The reply reason
Reply User / Reply Date		The user who selected the reply that was sent to the student for the subject/assessment

## Academic Consideration - Details

Click on the Application ID on the Academic Consideration - Summary and the Academic Consideration – Details screen will open:

### Academic Consideration - Details

Information	
Need help deciding whether to Approve or Decline the Application? Please access the following page that includes resources for subject coordinators - <a href="https://uowmailedu.sharepoint.com/sites/intranet-sasd/SitePages/academic-consideration.aspx">https://uowmailedu.sharepoint.com/sites/intranet-sasd/SitePages/academic-consideration.aspx</a>	
Request Additional Information	
Request additional information about this AC Application from - <a href="#">Student Admin</a> Request additional information about this AC Application from - <a href="#">Student</a>	
Application	
<p><b>Student:</b> Student, Test (6251808)  <b>Class:</b> 2023,Shoalhaven,On Campus,AC Test Aut,ASSH,TAEM,BCM 110,Class 1  <b>Application ID:</b> 2023500167-1338741  <b>Student Submission Date:</b> 14/07/2023  <b>Assessment Affected:</b> Essay  <b>Assessment Type:</b> Essay  <b>Written Assessment:</b> Yes  <b>Weight (Value%) provided by Student:</b> 10  <b>Group Work:</b> No  <b>Due / Scheduled Date:</b> 14/07/2023  <b>Assistance Sought:</b> Extension of time to submit an assessment task  <b>Extension Sought To:</b> 15-07-23  <b>No. Days extension Sought:</b> 1  <b>Affected From / To:</b> 14/07/2023 to 14/07/2023  <b>Circumstance:</b> Medical illness or injury to yourself  <b>Reason:</b> Influenza or cold</p>	
Admin Review	
<p><b>Documentation:</b> Waived  <b>Admin User Date:</b> Ms D (ds ), 14/07/23 09:54:13  <b>Other Details (if provided):</b>  <b>Admin Reply Status:</b> Forwarded to SC</p>	
Reply	
Please select one of the following:	
<input type="radio"/> Application approved. <input type="radio"/> Application declined.	
<input type="button" value="Send Reply"/> <input type="button" value="Cancel"/>	

Academic Consideration Details		
Information	Need help deciding whether to Approve or Decline the Application? Please access the following page that includes resources for subject coordinators - <a href="https://uowmailedu.sharepoint.com/sites/intranet-sasd/SitePages/academic-consideration.aspx">https://uowmailedu.sharepoint.com/sites/intranet-sasd/SitePages/academic-consideration.aspx</a>	
Request Information	Request additional information about this AC Application from - <a href="#">Student Admin</a> Request additional information about this AC Application from - <a href="#">Student</a>	Links for Academics to email either Student Admin or the Student directly to ask additional information about the AC application
Application	<p><b>Student</b></p> <p><b>Class</b></p> <p><b>Application ID</b></p> <p><b>Student Submission Date</b></p> <p><b>Assessment Affected:</b></p> <p><b>Assessment Type:</b></p> <p><b>Written Assessment:</b></p> <p><b>Group Work</b></p> <p><b>Weight (Value%) provided by Student:</b></p> <p><b>Group Work</b></p> <p><b>Tutor's Name:</b></p> <p><b>Due/Scheduled Date</b></p> <p><b>Assistance Sought:</b></p> <p><b>Extension Sought To:</b></p> <p><b>No. Days extension Sought:</b></p>	<p>The date the student submitted the AC application</p> <p>Refer to item 2.3.1 for the written assessment mappings</p> <p>Yes or No – selected by the student</p> <p>Optional Field will only appear if the student entered the Tutors name in the application</p> <p>The due date/scheduled date of the assessment item – entered by the student</p> <p>The Nature of Assistance sought that the student selected on the application</p> <p>The date of the requested extension the student entered when they chose Nature of Assistance Sought = Extension of time to submit an assessment task</p> <p>Does not include the due date – count days after Due to the Extension sought – eg Due 11/5 – extension sought to 13/5 = 2 days extension</p>

	Affected From / To	The date range the student entered that they were affected from/to
	Circumstance	The Circumstance the student selected from the drop down list of circumstances – refer to SOLS PART B Grounds for Academic Consideration for a list of the Circumstances
	Reason	The Reason the student selected from the drop down list of Reasons – refer to SOLS PART B Grounds for Academic Consideration for a list of the Reasons for each Circumstance  Note: Not all Circumstances have selection for reason – if this is the case, the reason field will be blank  Circumstances that do not have reasons: -Hospitalisation of immediate family -Death of family member or friend -Political upheaval or natural disaster -International student visa delay -ECOE or Visa extension -Changes to family circumstances
Admin Review	Documentation: Provided	Student chose the document option – 'I will provide documentation now' or 'I will provide documentation within 3 working days of the assessable item due date' and they have uploaded documentation which was reviewed by Admin
	Documentation: Not Provided	Student chose the document option – 'I supporting documentation not required (1 <sup>st</sup> application in a session for an individual written assessment, extension not exceeding 3 days) and Admin staff have reviewed this against the policy
	Documentation: Waived	Student chose the document option – 'I have been advised via SOLS that I do not require supporting documentation' (Option removed from SOLS AC Application in Aug 2023 due to students choosing option when not eligible)
	Admin User Date	
	Other Details (if provided)	Admin user who chose the Admin Reply status and the date/time the Admin Reply Status was updated
	Admin Reply Status - Approved	In line with the Policy, Administration staff Approved the Academic Consideration Request and provided a response to the student
	Admin Reply Status - Denied	In line with the Policy, Administration staff Declined the Academic Consideration Request and provided a response to the student
	Admin Reply Status – Forwarded to SC	AC Application Forwarded to Subject Coordinator – for Subject Coordinator to reply via SMP_Central

**Academic Consideration – Details – Reply options:**

**Reply**

Please select one of the following:

- Application approved.
  - Granted extension of time until: [ ] / [ ] / [ ] (dd/mm/yyyy)
  - Permission to undertake a deferred assessment task.
  - Permission to undertake an in-session deferred test. Now scheduled for: [ ] / [ ] / [ ] (dd/mm/yyyy)
  - Permission to undertake a deferred end-of-session exam. Check your personalised timetable in SOLS or contact the Faculty.
  - Consideration for compulsory attendance or participation requirement
  - Other
- Application declined.

Other Comments (You may notify the student of the comments in the text field below):

(Maximum number of characters allowed is 4000)

**Reply**

Please select one of the following:

- Application approved.
- Application declined.
  - Dates in application do not relate to the due date of the assessment task.
  - Assessment task has been returned to students.
  - Application submitted beyond deadlines specified for academic consideration.
  - Application submitted beyond deadlines specified for end-of-session exam.
  - Application submitted after student sat exam or submitted assessment task
  - Duplicate Application
  - Application for wrong subject
  - Other

Other Comments (You may notify the student of the comments in the text field below):

(Maximum number of characters allowed is 4000)

Replies	
<b>Application Approved</b>	Granted extension of time until dd/mm/yyyy
	Permission to undertake a deferred assessment task.
	Permission to undertake an in-session deferred test. Now scheduled for dd/mm/yyyy
	Permission to undertake a deferred end-of-session exam. Check your personalised timetable in SOLS or contact the Faculty.
	Consideration for compulsory attendance or participation requirement
	Other - Other comments must be entered if this option is chosen
<b>Application Declined</b>	Dates in application do not relate to the due date of the assessment task.
	Assessment task has been returned to students.
	Application submitted beyond deadlines specified for academic consideration
	Application submitted beyond deadlines specified for end-of-session exam.
	Application submitted after student sat exam or submitted assessment task
	Duplicate Application
Application for wrong subject	
Other – Other comments must be entered if this option is chosen	

## 7 Communications/History messages/Escalations

Table of the communications (emails, SOLSMail messages) sent and the History Recorded created.

Academic Consideration Process	SOLS Comms	SAI View	History	Comms to Academic /Other
<b>SOLS</b>				
Save Draft	N/A	N/A		N/A
Submit	N/A	History Record Staff only		Trigger email to Admin  *Except when document Option = 'I will provide documentation in 3 working days.....' no initial trigger email sent in this case
Upload Document	N/A	History Record Staff only		Trigger email to Admin
Withdraw	N/A	History Record Staff only		N/A
<b>SAI – AC Create</b>				
Staff submitting AC on behalf of student	SOLSMail Academic Consideration (2023500099) was received on 22-06-2023 04:30:46 pm (Lodged by Staff on your behalf)	History Record Staff and Student		Trigger email to Admin
Submit				
<b>SAI</b>				
No. Apps this 6 month period: Update text Without Admin Reply	N/A	History Record Staff Only		N/A
Source Document Check Update Text Without Admin Reply	N/A	History Record Staff Only		N/A
Other Detail Update text Without Admin Reply	N/A	History Record Staff Only		N/A
Approved	SOLSMail Concerning your application for Academic Consideration (Application No: 2023500083) for <subject> <details> Your request has been Approved. Granted extension of time until 23-06-2023. Other comments: Other Comments ask	History Record Staff and Student		Email to Subject Coordinator ACEM_APPROVED:01 ACEM_APPROVED:02
Denied	SOLSMail Concerning your application for Academic Consideration (Application No: 2023500075) for <subject> <details> Your request has been Denied. Duplicate Application.	History Record Staff and Student		Email to Subject Coordinator ACEM_DENIED:01 ACEM_DENIED:02
Forward to SC	SOLSMail Concerning your application for Academic Consideration (Application No: 2023500083) for <subject> <details> Your request has been reviewed by Administration Staff. Your Subject Coordinator will now receive your application and respond (via SOLS).	History Record Staff and Student		Email to Subject Coordinator ACEM_FORWARDED:01 ACEM_FORWARDED:02

SMP_Central			
Approve	SOLSMail Concerning your application for Academic Consideration (Application No: 2023500083) for <subject> <details> Your request has been Approved. Granted extension of time until 23-06-2023. Other comments: Other Comments	History Record Staff and Student	N/A
Decline	SOLSMail Concerning your application for Academic Consideration (Application No: 2023500082) for <subject> <details>. Your request has been Denied. Assessment task has been returned to students.	History Record Staff and Student	N/A
No reply sent to student within 2 business days of Admin forwarding to the subject coordinator for reply	SOLSMail Concerning your application for Academic Consideration (Application No: 2023500108) for <subject> <details>.  As you have not received a reply within 2 business days, the following message has been sent to the subject Co-ordinator <name>.  <i>"ACEM_WARNING:01 - This Academic Consideration application is overdue. If not responded to within 2 business days, it will be automatically forwarded to the Head of Students/Associate Dean.ACEM_WARNING:02"</i>	History Record Staff and Student	Email to Subject Coordinator ACEM_WARNING:01 ACEM_WARNING:02
No reply sent to the student within 4 business days of Admin forwarding to the subject coordinator for reply	SOLSMail Concerning your application for Academic Consideration (Application No: 2023500108) for <subject> <details>. As you have not received a reply within 4 business days, the following message has been sent to the Head of Students/Associate Dean.  <i>"ACEM_ESCALATION:01 - This Academic Consideration application is overdue. It has not been responded to within 4 business days by the subject coordinator &lt;name&gt; Can you please attend to this matter.ACEM_ESCALATION:02"</i>	History Record Staff and Student	Email to Faculty – Position Held Maintenance – AC and Waiver Request Escalations who deals with the escalations on behalf of the Head of Students/Associate Dean:  ACEM_ESCALATION:01 ACEM_ESCALATION:02

Note: Timing of overdue and escalation emails

The batch job that sends the overdue and escalation emails runs around 9:15pm each night

- The business day the Admin Reply Status is changed to 'Forward to SC' is day 1 of the count
- The next business day, is day 2 – and the overdue email is sent via the batch job that evening
- If the Admin reply status is changed to 'Forward to SC' at say 6pm – the overdue email will be sent the next business day when the batch job runs (day 2)
- Business days do not count the weekends, but the system does not know about Public Holidays, concessional days and session recess or breaks

Example	
Mon 3/7	Student submitted the AC request
Wed 5/7	Admin forwarded the AC request to Subject Coordinator
Thurs 6/7	Warning – overdue email is sent to Subject Coordinator via the batch job at around 9:15pm if the Subject Coordinator has not replied to the AC – 2 business days after the AC request was forwarded
Fri 7/7	
Sat 8/7, Sun 9/7	
Mon 10/7	Escalation – Overdue email sent to the AC and Waiver Email escalation contact within the Faculty via the batch job that runs around 9:15pm if the Subject Coordinator has not replied to the AC – 4 business days after the AC request was forwarded

## 8 SAI – Message Management Messages

The following messages are used in Academic Consideration and can be maintained via SAI – Maintain Source Files – Message Management by the SASD – Student Systems Team.

Message Code	Usage
ACADMINUNLOCK	SAI No. Apps 6 month period lock message
ACCONF001	SOLS Submit AC message
ACCONF002	SOLS Submit AC message
ACCONF003	SOLS Submit AC message
ACCONF004	SOLS Submit AC message
ACCONF005	SOLS Submit AC message
ACCONF006	SOLS Submit AC message
ACCONF007	SOLS Submit AC message
ACDECLARATION	Part D – Declaration checkbox
ACDOC001	Upload Document Declaration
ACDOC002	Upload Document Declaration
ACEM001	Old AC applications – email to Subject Coord when old AC verified by Admin
ACEM002	Old AC applications – email to Subject Coord when old AC verified by Admin
ACEM003	Old AC applications – Warning email to Subject Coord when no reply
ACEM004	Old AC applications – Escalation email when no reply
ACEM_APPROVED:01	Email to Subject Coordinator when Admin Approve an AC request
ACEM_APPROVED:02	Email to Subject Coordinator when Admin Approve an AC request
ACEM_DENIED:01	Email to Subject Coordinator when Admin Decline an AC request
ACEM_DENIED:02	Email to Subject Coordinator when Admin Decline an AC request
ACEM_ESCALATION:01	Email to Position Held - AC Request Escalation 4 days after Forward to SC if no reply
ACEM_ESCALATION:02	Email to Position Held - AC Request Escalation 4 days after Forward to SC if no reply
ACEM_FORWARDED:01	Email to Subject Coordinator when Admin Reply Status = Forward to SC
ACEM_FORWARDED:02	Email to Subject Coordinator when Admin Reply Status = Forward to SC
ACEM_WARNING:01	Email to Subject Coordinator 2 days after Forward to SC if no reply
ACEM_WARNING:02	Email to Subject Coordinator 2 days after Forward to SC if no reply
ACI001	Familiarise Yourself and AC create
	WHAT IS ACADEMIC CONSIDERATION?
ACI001:A	Familiarise Yourself and AC create
ACI001:B	Familiarise Yourself and AC create
ACI001:C	Familiarise Yourself and AC create
ACI001:D	Familiarise Yourself and AC create
ACI001:E	Familiarise Yourself and AC create
ACI001:F	Familiarise Yourself and AC create
ACI001:G	Familiarise Yourself and AC create
ACI001:H	Familiarise Yourself and AC create
ACI001:I	Familiarise Yourself and AC create
ACI002	Familiarise Yourself and AC create
	DO YOU NEED WELLBEING SUPPORT?
ACI002:A	Familiarise Yourself and AC create
ACI002:B	Familiarise Yourself and AC create
ACI002:C	Familiarise Yourself and AC create
ACI002:D	Familiarise Yourself and AC create
ACI002:E	Familiarise Yourself and AC create
ACI002:F	Familiarise Yourself and AC create
ACI002:G	Familiarise Yourself and AC create
ACI002:H	Familiarise Yourself and AC create
ACI002:I	Familiarise Yourself and AC create
ACI003	Familiarise Yourself and AC create
	REASONABLE ADJUSTMENTS
ACI003:A	Familiarise Yourself and AC create
ACI003:B	Familiarise Yourself and AC create
ACI003:C	Familiarise Yourself and AC create
ACI003:D	Familiarise Yourself and AC create
ACI003:E	Familiarise Yourself and AC create
ACI003:F	Familiarise Yourself and AC create
ACI003:G	Familiarise Yourself and AC create
ACI003:H	Familiarise Yourself and AC create
ACI003:I	Familiarise Yourself and AC create
ACI004	Familiarise Yourself and AC create



	TIMING
ACI004:A	Familiarise Yourself and AC create
ACI004:B	Familiarise Yourself and AC create
ACI004:C	Familiarise Yourself and AC create
ACI004:D	Familiarise Yourself and AC create
ACI004:E	Familiarise Yourself and AC create
ACI004:F	Familiarise Yourself and AC create
ACI004:G	Familiarise Yourself and AC create
ACI004:H	Familiarise Yourself and AC create
ACI004:I	Familiarise Yourself and AC create
ACI005	Familiarise Yourself and AC create
	NEED HELP WITH THIS APPLICATION?
ACI005:A	Familiarise Yourself and AC create
ACI005:B	Familiarise Yourself and AC create
ACI005:C	Familiarise Yourself and AC create
ACI005:D	Familiarise Yourself and AC create
ACI005:E	Familiarise Yourself and AC create
ACI005:F	Familiarise Yourself and AC create
ACI005:G	Familiarise Yourself and AC create
ACI005:H	Familiarise Yourself and AC create
ACI005:I	Familiarise Yourself and AC create
ACI006	Familiarise Yourself and AC create
	VERIFICATION OF DOCUMENTARY EVIDENCE
ACI006:A	Familiarise Yourself and AC create
ACI006:B	Familiarise Yourself and AC create
ACI006:C	Familiarise Yourself and AC create
ACI006:D	Familiarise Yourself and AC create
ACI006:E	Familiarise Yourself and AC create
ACI006:F	Familiarise Yourself and AC create
ACI006:G	Familiarise Yourself and AC create
ACI006:H	Familiarise Yourself and AC create
ACI006:I	Familiarise Yourself and AC create
ACPENDGDOC	Part C – Supporting doc acknowledge for providing doc in 3 working days
ACPTA001	Part A - Instructions
ACPTA002	Part A – Pop Up – Nature of Assist sought
ACPTA003	Part A – Pop Up – Assessment= Attendance
ACPTA004	Part A – Pop Up - Weighting
ACPTB001	Part B – Grounds for AC
ACPTB002	Part B – Grounds for AC
ACPTC001	Part C – Supporting Documentation
ACPTC002	Part C – Supporting Documentation
ACPTC003	Part C – Supporting Documentation
ACPTC004	Part C – Supporting Documentation
ACPTD001	Part D - Declaration
ACPTD002	Part D - Declaration
ACPTD003	Part D - Declaration
ACPTD004	Part D - Declaration
ACSEL001	SOLS - Withdraw application message
ACVP001	Old AC Applications – Verify message on SAI Ind Ops staff – AC screen
AC_APPLICATION_EMAIL:BODY1	Admin trigger email
AC_APPLICATION_EMAIL:BODY2	Admin trigger email
AC_APPLICATION_EMAIL:BODY3	Admin trigger email
AC_APPLICATION_EMAIL:SUBJ	Admin trigger email

